

it is below a predetermined upper threshold value, the call-back entry is generated, otherwise the request is denied.

5. (Amended) The method as claimed in claim 22, wherein before terminating the request or the connection, service-specific instructions are taken from the calling subscriber and used when generating the call-back entry and/or arranging it in sequence.

6. (Amended) The method as claimed in claim 22, wherein at the beginning of the waiting procedure, instructions about the desired type of waiting procedure are taken from the calling subscriber, and a the call-back entry is generated if the instructions include consent of the calling subscriber to a call-back connection.

7. (Amended) The method as claimed in claim 5, wherein the instructions of the calling subscriber are taken in a voice-controlled dialog.

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Cont 8. (Amended) The method as claimed in claim 22, wherein when an operator or a connection line becomes free, at least one of the first entries in the waiting field is taken from the waiting field, the information of the at least one entry is supplied to the free operator and, on the basis of the information of the entry, the operator calls back the subscriber specified in it.

9. (Amended) The method as claimed in claim 22, wherein the instructions originating from the calling subscriber and concerning an operator selection are used when generating the call-back entry and, when taking an entry, those entries which include the free operator in their operator selection are considered.

10. (Amended) The method as claimed in claim 22, wherein at least one of those entries for which the remaining waiting time is expected to be below a predeterminable threshold value is taken from the waiting field and a call-back connection is initiated.

11. (Amended) The method as claimed in claim 22, wherein the information indicating that an operator or a connection line has become free is transmitted in the direction of the calling subscriber with the aid of the Transaction Capabilities Part Protocol (TCAP), on the

basis of the Signaling System No. 7, the initiation of the call-back connection taking place on the side of the calling subscriber.

12. (Amended) The method as claimed in claim 22, wherein the operator service is formed by a number of subscriber lines arranged in the telecommunication network and combined to form a subscriber group.

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cont 13. (Amended) The method as claimed in claim 12, wherein the subscriber group is connected via a predetermined number of connection lines or connection channels to the telecommunication network.

Please add new claims 14-25 as follows:

14. (New) The method as claimed in claim 23, wherein at the beginning of the waiting procedure for the request, an anticipated waiting time is determined and, if it is above a predetermined lower threshold value, the call-back entry is generated, otherwise the request is arranged in sequence in the waiting field.

a2 15. (New) The method as claimed in claim 23, wherein at the beginning of the waiting procedure for the request concerned, an anticipated waiting time is determined and, if it is below a predetermined upper threshold value, the call-back entry is generated, otherwise the request is denied.

16. (New) The method as claimed in claim 23, wherein before terminating the request or the connection, service-specific instructions are taken from the calling subscriber and used when generating the call-back entry and/or arranging it in sequence.

17. (New) The method as claimed in claim 23, wherein at the beginning of the waiting procedure, instructions about the desired type of waiting procedure are taken from the calling subscriber, and the call-back entry is generated if the instructions include consent of the calling subscriber to a call-back connection.

18. (New) The method as claimed in claim 23, wherein when an operator or a connection line becomes free, at least one of the first entries in the waiting field is taken from the waiting

field, the information of the at least one entry is supplied to the free operator and, on the basis of the information of the entry, the operator calls back the subscriber specified in it.

19. (New) The method as claimed in claim 23, wherein the instructions originating from the calling subscriber and concerning an operator selection are used when generating the call-back entry and, when taking an entry, those entries which include the free operator in their operator selection are considered.

20. (New) The method as claimed in claim 23, wherein at least one of those entries for which the remaining waiting time is expected to be below a predeterminable threshold value is taken from the waiting field and a call-back connection is initiated.

21. (New) The method as claimed in claim 23, wherein the information indicating that an operator or a connection line has become free is transmitted in the direction of the calling subscriber with the aid of the Transaction Capabilities Part Protocol (TCAP), on the basis of the Signaling System No. 7, the initiation of the call-back connection taking place on the side of the calling subscriber.

22. (New) A method of processing requests directed to an operator service of a telecommunication network when the network operators are unavailable, comprising:

generating an entry as a call-back entry with information which includes at least one of a call address concerning a calling subscriber and information representing the calling subscriber and is arranged in sequence in a waiting field, one of the requests or a connection arising from the calling subscriber being terminated; and

establishing a call-back connection between the calling subscriber specified by the call address and an operator or a connection line when an operator or a connection line becomes free, on the basis of the information of the at least one entry wherein at least one of the first entries in the waiting field is taken from the waiting field.

23. (New) A method of processing requests directed to an operator service of a telecommunication network when the network operators are unavailable, comprising:

generating an entry as a call-back entry with information which includes at least one of a call address concerning a calling subscriber and information representing the calling

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subscriber and is arranged in sequence in a waiting field, the requests or a connection arising from the calling subscriber being terminated; and

establishing the call-back connection between the calling subscriber and an operator or a connection line, wherein at least one of the first entries in the waiting field is taken from the waiting field and, on the basis of the information of the entry, a call-back connection directed at the subscriber specified by the call address is initiated and is maintained.

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24. (New) The method of claim 22 wherein the request for connection from a calling subscriber of the network for the operator service, the operator service being assigned a predetermined number of operators and/or connection lines, in which a received request is subjected to a waiting procedure on the part of the operator service if the suitable operators or connection lines for the request are busy.

25. (New) The method of claim 23 wherein the request for connection from a calling subscriber of the network for the operator service, the operator service being assigned a predetermined number of operators and/or connection lines, in which a received request is subjected to a waiting procedure on the part of the operator service if the suitable operators or connection lines for the request are busy.

In the Abstract:

Please replace the Abstract with the substitute Abstract attached hereto.